

## ABSTRACT

A method of accessing and updating an electronic phonebook over electronic communications networks such as a telephone and computer networks is described. The creation of a voice portal is supported by the invention. Embodiments of the invention use telephone identifying information such as the calling party's number to identify, or create, user profiles for customization. The user profile can include personalized phonebook entries that include names and telephone numbers of relevance to the user. Additionally, the voice portal can connect the user to numbers contained in the personalized phonebook in response to spoken commands. The profile can also be updated with additional phonebook entries over the internet using a web browser.

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